

CASE STUDY

Training manuals and documentation for Internet search engine

The task

A major Internet search engine development company produced a new product for specialist web searches using programmable 'robots' to crawl the web for information.

The programmers needed training and reference materials to instruct users in the operation of the systems and also an independent view of the operation of the systems from the users perspective.

What we did

Tangram reviewed the complete user interface and operation for functionality and produced a series of recommendations for improvements to the user interface.

Tangram recommended additional functionality for the system that made it easier for the user to find the information that they needed.

Tangram reviewed the complete documentation of the system (previously available only in 'programmer speak').

Tangram produced a 'User Manual' for new users, an 'Advanced Manual' for higher level users and a 'Reference Manual' for advanced users.

Tangram produced a user training package for initial training of users in the operation of the system.

Tangram produced all manuals in Acrobat format and in html format for access via the Internet.

The benefits

- The user interface became more consistent and cleaner throughout the series of user interfaces.
- The system became easier to use and produced more relevant information.
- The purchasers of the system had a consistent and easily accessible series of manuals providing their users with the information that they needed in language that they could understand.
- The company was able to offer value-added training to purchasers of the system.

More details?

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